6

Voucher Query

Implemented in September 1997, Voucher/Payment System added processing and financial controls to the existing system while also establishing an interface with the Line of Credit Control System (LOCCS). Through the interface, TRACS requests payments and LOCCS returns confirmations or rejections.

After implementation of the TRACS Voucher/Payment batch processing system, it became clear that Field Offices, the Voucher Processing Hub, and Headquarters personnel required faster access to Voucher Data. Implementation of the Voucher Query application provided HUD users with access to detailed voucher information. This enabled HUD users to respond to and resolve owner/agent inquiries and perform the pre-payment validation required for vouchers that fail the threshold tests.

With the introduction of the Voucher Query Internet application, owners and management agents may now also access this information to determine voucher status and to resolve payment issues.

It is anticipated that this Internet capability will reduce telephone traffic to Field Offices, the Voucher Processing Hub, and the TRACS Hotline.

Objectives

By the end of this chapter, you will be able to:

- Access Line of Credit Control System (LOCCS) information to determine voucher status and resolve payment issues
- View query data from browser
- Download and print a Voucher Report

The main objective of the application is to provide a vehicle for answering status questions concerning a voucher. The Voucher Query option can be selected from the TRACS Main Menu.

From the **TRACS Voucher Query** screen, click on the TRACS Menu link in the blue side bar to return to the TRACS Main Menu.
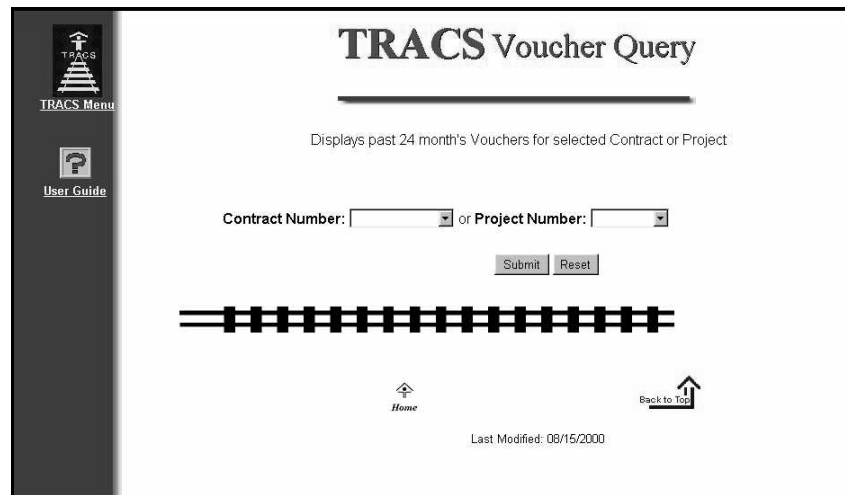
From the **TRACS Voucher Query** screen, the displays directly above the User Guide link as a visual to direct users to the user guide for assistance in using this application.

6.1   To submit a voucher query:

1. From the **TRACS Main,** click on the <u>Voucher Query</u> link, and the **TRACS Voucher Query** screen (Figure 1) displays.

Figure 1. TRACS Voucher Query Screen

2. Select the desired Contract or Project number from the drop-down list.

3. Click on ___Submit___, and the **User Login** screen (Figure 2) displays.

Figure 2. User Login Screen

*   *Contract Number* is the eleven-character number assigned to HAP, PAC, or PRAC contracts. These are the rental assistance agreements associated with Section 8, Section 202/162, Section 202 Capital Advance, and Section 811 Capital Advance.
*   *Project Number* is the eight-character number assigned to the Rent Supplement or RAP project. The number will be used only when a specific project's Rent Supplement or RAP Voucher/Payment data is required.

> ? *Note: Only the contracts and projects associated with your M-ID will display in the drop-down list.*

3. Enter *User ID* (User Name) and *Password***.**

4. Click on [OK], and the **TRACS Voucher List** screen (Figure 3) displays.
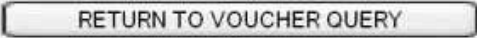
> ? *Note: The User ID must be entered all in uppercase format and the password is case-sensitive.* The User ID will be your **M**-ID.

Application security will validate the authorized ID and its authority to access the submitted project or contract.

Figure 3. TRACS Voucher List Screen

> ✎ *Note:* Any vouchers marked T53 status and placed in Pre-Payment Decision (PPD)
> for payment suspension has the current compliance percentage re-calculated daily. As
> tenant certifications are updated daily and compared to the Compliance standard
> percent set by Housing, if the recalculated percent is equal to or greater than the
> compliance standard percent set by Housing, then those vouchers are automatically
> approved and released from PPD for payment. The current counts/ratio of tenant
> certifications to units—as defined for the ratio and current compliance percent for the
> contract—is recalculated daily and displayed in the header of the *TRACS Voucher
> Query* screen and the *TRACS Certification Query* screen.

The initial response screen from the query is intended to answer some of the more
immediate questions the user may have and provide a base from which additional
details can be retrieved for a specific voucher. The **TRACS Voucher List** screen
includes the contract/project number submitted by the user, the project name, and the
subsidy type.

If a query has been successful, the application will retrieve and provide a list of
vouchers received for the previous twelve months. Data is displayed horizontally across
the screen with one voucher on each line.

The **TRACS Voucher List** screen displays the Contract/Project Number provided by
the user, the Project Name, and the Subsidy Type. The following information is also
provided for every voucher retrieved:

- Voucher ID
- Voucher Date
- Correction Indicator
- TRACS Processed Date
- Status Code
- Status Date
- Discrepancy Indicator
- Approved Voucher Amount
- Offset Amount
- Amount Paid
- Est. Pay Date
- Payee TIN
- LOCCS Payee Name
- Action ID
- Contract Administrator ID
- Compliance Percent
- Scheduled Pay Amount
- LOCCS Voucher ID

> ✐ *Note: Definitions for all voucher status codes are provided in Appendix B of this
> document.*

> ✐ *Note: In this release,* Compliance Percentage *is added to the Voucher List.*

## 6.2   To display Notes and Messages:

1. Click the Internet browser's **Back** button to retry the query.

   If there are no vouchers for the project or contract specified, the following
   screen (Figure 4) displays.
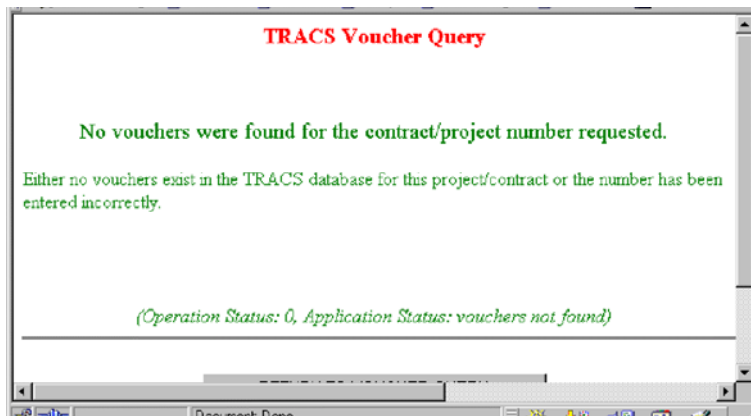
Figure 4. TRACS Voucher Query - No Vouchers were found

If the Coordinator of your organization has not done the Property Assignment for your
ID, then the following **Error** screen (Figure 5) displays.
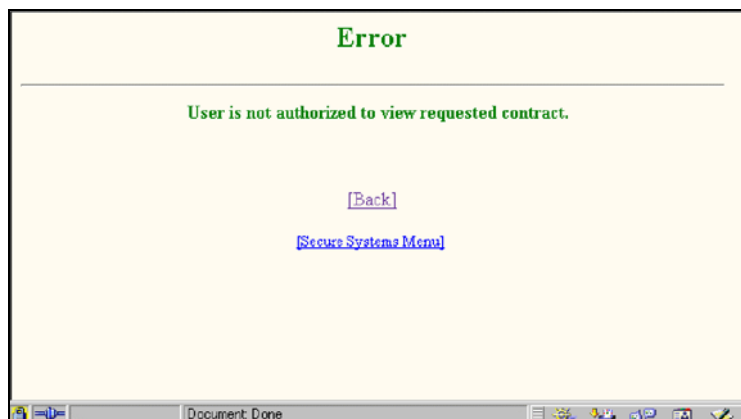
Figure 5. Error Screen

2. Click the <u>Back</u> link to retry the query on another contract/project, or contact
   your Coordinator.

Now that you have the desired voucher information, the next step in the process is printing the results. The TRACS Voucher List screen needs to be in landscape orientation. This is noted on the initial TRACS Voucher Query application screen (see instruction item #3, left column).

3. After selecting the Internet browser's Print button, click on the Properties box located directly beside the printer name.

The next screen (Figure 6) allows the user to change the settings from portrait to landscape orientation. This change is necessary to print your voucher query results page.
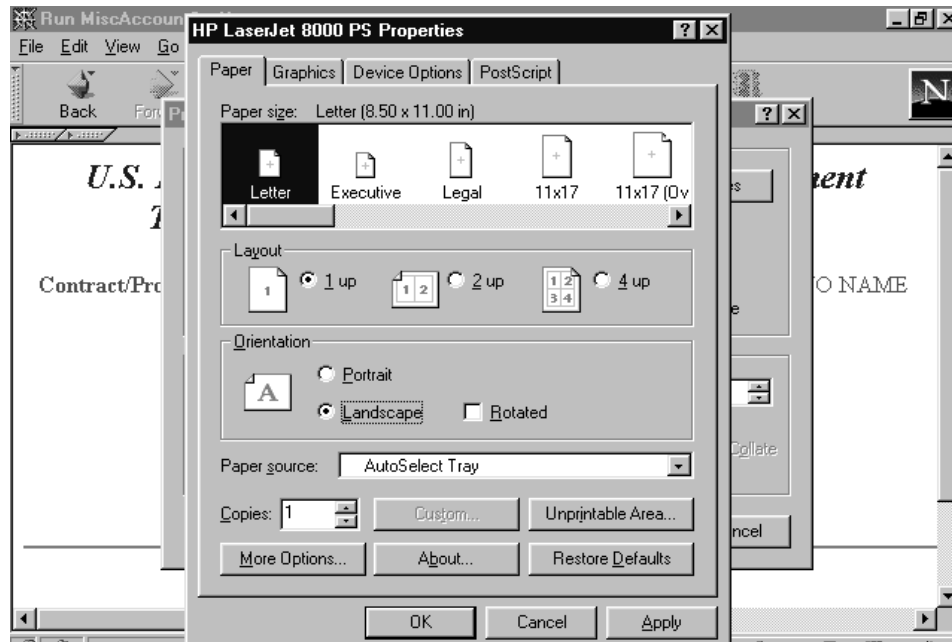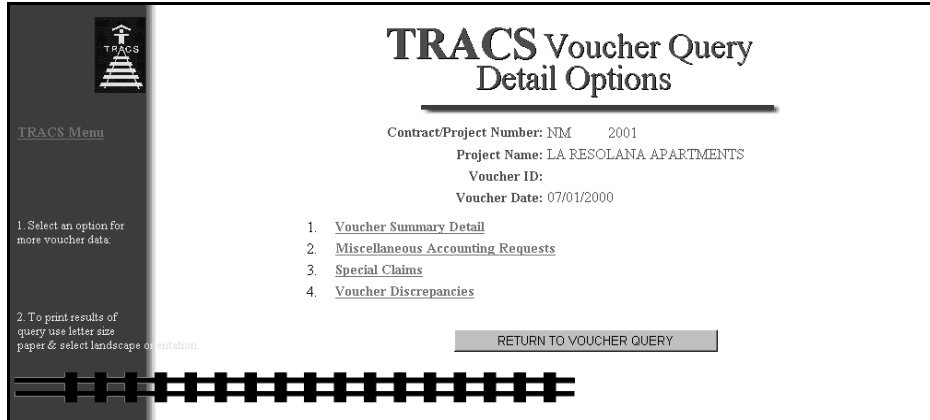

Figure 6. Print Set-up - Properties box

The Voucher Query Internet application also enables the user to access more detailed voucher information with the selection of the Voucher Summary Detail, Miscellaneous Accounting Requests, Special Claims and/or Voucher Discrepancies options.

These options are available to the user from the **TRACS Voucher List** screen.

6.3   To access the Voucher Query Detail Options screen and view summary details:

1. From the **TRACS Voucher List** screen, click on the desired *Voucher ID,* and the **TRACS Voucher Query Detail Options** screen (Figure 7) displays.
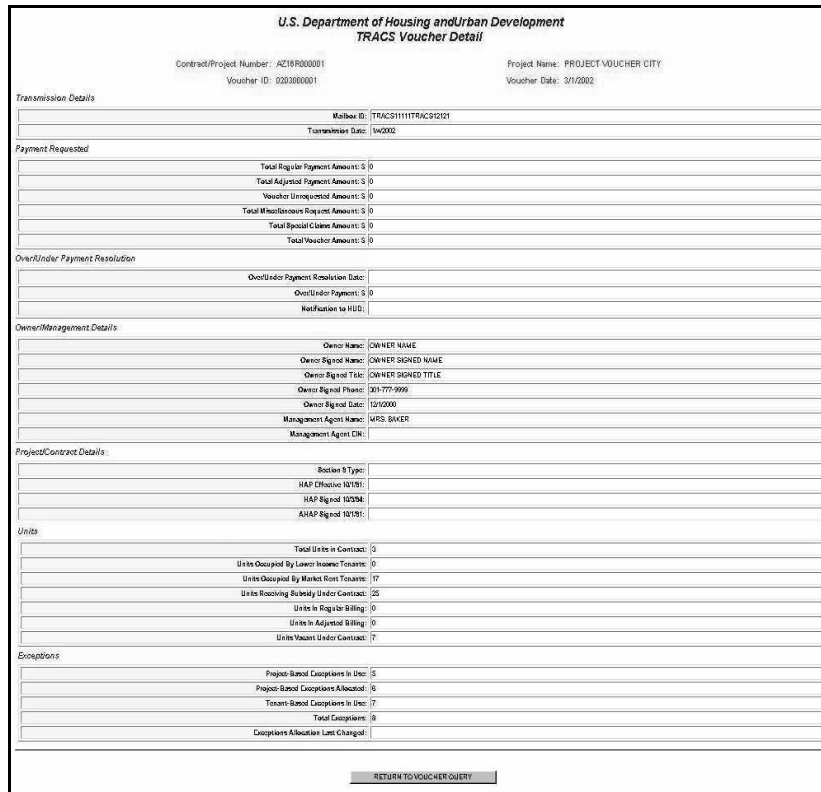
Figure 7. TRACS Voucher Query Detail Options Screen

2. Click the Voucher Summary Detail link, and the **TRACS Voucher Detail** screen (Figure 8) displays.
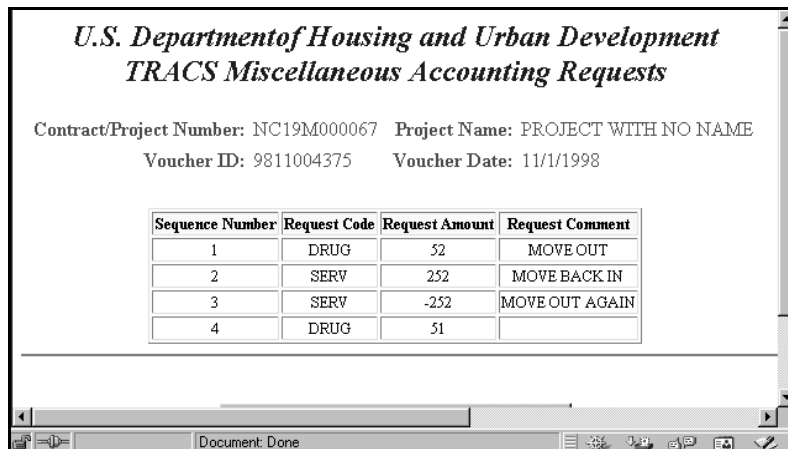

Figure 8. Voucher Summary Detail Screen

The Voucher **Summary Detail** screen is read-only, and provides additional voucher data. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID*, and *Voucher Date*. The summary detail information is grouped in the following headings:

- Transmission Details

- Payment Requested
- Owner/Management Details
- Project/Contract Details
- Units
- Exceptions

3. Click the Internet browser's **Back** button to return to the **TRACS Voucher Query Detail Options** screen.

6.4   To view Miscellaneous Accounting Requests:

1. From the **TRACS Voucher Query Detail Options** screen, click the Miscellaneous Accounting Requests link, and the **Miscellaneous Accounting Requests** screen (Figure 9) displays.

Figure 9. Miscellaneous Accounting Requests Screen

The **TRACS Miscellaneous Accounting Requests** screen is read-only, and provides information on requests made against that specific voucher that effect the voucher amount. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID and Voucher Date*. The miscellaneous accounting request data is displayed in table format:

- *Sequence Number*: Number of miscellaneous accounting requests on the voucher. (The list starts with number 1).
- *Accounting Request Code*: A list of Accounting Request codes can be found in Appendix B.
- *Request Amount*: Amount requested for adjustment.
- *Request Comment*: Comment recorded at time of voucher submission.

If there are no Miscellaneous Accounting Requests for this voucher, an Error message screen (Figure 10) displays.

TRACS Voucher Miscellaneous Accounting Request Query

No miscellaneous accounting requests were found for the voucher requested.

Choose one of the three following options:
1. Click the RETURN TO VOUCHER QUERY pushbutton and begin another query.
2. Click the Back button to go back one window and select another Voucher Detail option.
3. Click the Back button twice to review the Voucher List and select another voucher.

(Operation Status: 0, Application Status: misc not found)

RETURN TO VOUCHER QUERY

Figure 10. Error Message Screen

2. Click the Internet browser's **Back** button to return to the **TRACS Voucher Query Detail Options** screen.

6.5   To view Special Claims:

1. From the **TRACS Voucher Query Detail Options** screen, click the Special Claims link, and the **Voucher Special Claims** screen (Figure 11) displays.

U.S. Department of Housing and Urban Development
TRACS Voucher Special Claims

Contract/Project Number: IL06xxxxxxx   Project Name: POOLSIDE APARTMENTS
Voucher ID: 0001111111   Voucher Date: 09/01/2000

Sequence Number	Claim ID	Claim Amount	Claim Type
1	50100049	$ 992	

RETURN TO VOUCHER QUERY

Figure 11. Voucher Special Claims Screen

The **TRACS Voucher Special Claims** screen is read-only, and displays detailed information on any special claims reported for the voucher. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID,* and *Voucher Date*.

The special claim data is displayed in table format:
- *Sequence Number*: Number of special claims on the voucher. (The list starts with number 1).
- *Claim ID*: A 9-digit control code assigned to the special claim at the time it is approved by the field office.

- *Claim Amount*: Amount requested for payment by HUD.
- *Claim Type*: Unpaid Rent, Tenant Damages, Vacancy Loss, Regular Vacancy

If there are no special claims for this voucher, the Error Message screen (Figure 12) displays.

TRACS Voucher Special Claims Query

No special claims were found for the voucher requested.
Choose one of the three following options:
1. Click the RETURN TO VOUCHER QUERY pushbutton and begin another query.
2. Click the Back button to go back one window and select another Voucher Detail option.
3. Click the Back button twice to review the Voucher List and select another voucher.

(Operation Status: 0, Application Status: spcl claim not found)

RETURN TO VOUCHER QUERY

Figure 12. No Claims Found – Error Message

2. Click the Internet browser's **Back** button to return to the **TRACS Voucher Query Detail Options** screen.

6.6   To view Voucher Discrepancies:

1. From the **TRACS Voucher Query Detail Options** screen, click the Voucher Discrepancies link, the **Voucher Discrepancies** screen (Figure 13) displays.

U.S. Department of Housing and Urban Development
TRACS Voucher Discrepancies

Contract/Project Number: Project Name: LA RESOLANA APARTMENTS
Voucher ID: Voucher Date: 07/01/2000

Discrepancy Code	Description	Recommendation	Action Required	Discrepancy Detail Indicator
VSP00	VOUCHER SENT TO TREASURY FOR PAYMENT.	N/A - INFORMATION ONLY	3	N

RETURN TO VOUCHER QUERY

Figure 13. Voucher Discrepancies Screen

The **TRACS Voucher Discrepancies** screen is read-only, and displays detailed information about any discrepancies that exist on that voucher. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID and Voucher Date*. Click on it to view any discrepancy details. The voucher discrepancy data is displayed in table format:

- *Discrepancy Code*: An active link. Select the code to view any available discrepancy details (associated with an Action Required code of 5 only). Actual discrepancy codes are described in the *TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables*.

- *Description*: Discrepancy descriptions are described in the *TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables*.

- *Recommendation*: Recommended solutions are described in the *TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables*.

- *Action Required*: Action Required codes are listed in Appendix B.

- *Discrepancy Detail Indicator*: Indicates if any discrepancy details exist for this discrepancy.

If no discrepancies exist on that voucher, the Error Message screen (Figure 14) displays.

Figure 14. No Discrepancies - Error Message Screen

2. Click the Internet browser's **Back** button to return to the **TRACS Voucher Query Detail Options** screen.